



FOR IMMEDIATE RELEASE

Award recognises outstanding work transforming veterans' lives in care homes

A staff member, who is part of a team improving the lives of veterans living in care homes across England, has received a top award.

Jules Walker, a Project Support Officer for the Veteran Friendly Framework (VFF), works with participating care homes to integrate the Framework into practical action, and has won the Service Champion Award from the Armed Forces Network (AFN).

Jules was nominated for the award by Zoe Freeman, Senior Activity Coordinator at Wimborne Care Home, and one of its VFF Champions, after it gained VFF status in 2025.



Proud Jules with her Service Champion Award

The free-to-access VFF helps providers to offer appropriate support for veterans and their partners living in care homes across England. It aims to deliver improved health and wellbeing outcomes for over 25,000 veterans and their partners.

There are currently over 350 VFF-approved care homes who have helped support over 2,770 veterans and partners.

The AFN is a multi-organisational group which includes members from across the UK who work together to improve the lives of the Armed Forces community. Its Service Champion Award recognises an individual's or group's hard work and support of the Armed Forces community.

After receiving her award, Jules said: "It was extremely kind of Zoe to nominate me, and an honour to receive this award. It means a lot coming from the AFN. This award reflects the impact the VFF is having on the Armed Forces community living in care homes, and the great work of my colleagues."

Explaining why she nominated Jules for the award, Zoe said: "Jules is so passionate about her work and her enthusiasm for the VFF is infectious. She made the whole process fun. The VFF has been great for our residents and has helped us connect with more people and groups in our community."



Wimborne Care Home is part of Barchester Healthcare with over 260 care homes across the UK. Four Barchester homes have achieved Veteran Friendly status.

The VFF programme is jointly funded by veterans' charities Royal Star & Garter and the Royal British Legion, with collaboration from the NHS Veterans Covenant Healthcare Alliance.



Jules said it was 'an honour' to receive the award

Kathryn Glass, Head of VFF at Royal Star & Garter, said: "The VFF is such a worthwhile programme which is having a truly positive impact on the lives of veterans in care homes across England. I'm delighted Jules has received this award for all her hard work and dedication. The VFF team build wonderful relationships with care home staff throughout the country, and this recognition is testament to the fantastic work that Jules and her colleagues do by going above and beyond with their support."

Last year an independent evaluation praised the impact of the VFF on the lives of veterans and their partners living in care homes, showing that they gained from improved social connections and felt less isolated.

The evaluation concluded that the VFF should continue to be rolled out across England, and expanded into Scotland, Wales and Northern Ireland.

Any care homes interested in receiving more information about the VFF can visit <https://veteranfriendlyframework.org.uk/>, email VFF@starandgarter.org or call 07425 326070.

The full VFF evaluation can be viewed here: [VFF-Final-Evaluation-Report-July-2025.pdf](#)

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NOTES FOR EDITORS

The evaluation was funded by Office of Veterans' Affairs (OVA), Royal British Legion (RBL) and Royal Star & Garter (RSG).

Lead impact data:



- 66% of veterans experience an increase in social connections
- 55% of veterans participate in more activities
- 45% of veterans are more engaged in activities when they do participate
- 37% of veterans have an increased sense of wellbeing
- 32% of veterans feel less isolated.

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About Royal Star & Garter group

Founded in 1916, Royal Star & Garter provides care, support and friendship for veterans and their families so that they can live well. The charity delivers nursing and dementia care through Homes in Solihull, Surbiton, High Wycombe, and now in Worthing, having recently merged with the military charity Care for Veterans. It also offers a range of services reaching into the community, including Lunch Clubs, Day Care and a national Telephone Friendship Service.

About the Veteran Friendly Framework

The VFF is a collaboration between Royal Star & Garter, the Royal British Legion and VCHA (Veterans Covenant Healthcare Alliance). It aims to tackle loneliness and isolation, and deliver improved health and wellbeing outcomes for over 25,000 veterans living in care homes across England. It supports the practical, emotional and social needs for the Armed Forces community by providing care homes with resources to assess and improve their offer. <https://veteranfriendlyframework.org.uk/>

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